

Message: FW: Some other 'issues' with the new system**✉ FW: Some other 'issues' with the new system**

From Carrie Hoelscher
To Kraft, Emily
Cc
Journal Emily.kraft@oa.mo.gov
Recipients

Date Thursday, April 20, 2017 9:44 AM

[image001.jpg](#) (11 Kb HTML) [image002.png](#) (5 Kb HTML)

Hi Emily,

Please see the email below from Rachel House. She's given detailed notes of some issues they're having while trying to discharge clients that have miscarried.

Please advise.

Thank you!

Carrie

From: Cathy Carlberg [mailto:cathycarlberg@rachelhouse.org]

Sent: Wednesday, April 19, 2017 1:41 PM

To: Carrie Hoelscher ; Kelly Jones

Subject: Some other 'issues' with the new system

Hi Carrie,

I'll do my best to walk you through what's going on here....

Scenario 1:

We have a client who Miscarried and I'm going through the process of DCing her.

- Our Case Manager filled out the Birthing Outcome form
- I left the 'Client left program before delivery?' unchecked
- Entered Mother & Father Information
- Under Maternal Health/Outcome I selected 'Miscarriage/Spontaneous Abortion'
- Answered 'Yes' to 'Were there maternal complications?
- Hit Submit with no problems

Still required to submit EPDS:

- I'm required to complete this form and answer all the questions before I can D/C her.

Scenario 1 issue: I can't complete the discharge process by leaving the 'Client left program before delivery' and answering all the Birthing Outcome questions for a miscarriage. The EPDS has to be filled out completely before going to the Discharge form.

Scenario 2:

- Change Birthing Outcome Form
- Select 'Client left program before delivery?'
- Enter 'Left on date'
- Submit and get the message:



- Go to EPDS

- 'Client left program before delivery' is automatically selected
- Enter the 'Reviewed Date'
- Submit not problem
- Go to Discharge Form
- Household size doesn't offer '1' (she lives alone)

Scenario 2 issue: The Birthing Outcome form won't reflect the client miscarried.



Rachel House Logo

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